

Adrian Thomas Building Control
Complaints Handling Procedure

QSP011

Revision 07

September 2026



1. Introduction

- 1.1 As a regulated RICS firm, ATBC have in place a Complaints Handling Procedure (CHP), which meets the regulatory requirements.
- 1.2 Our CHP has two stages; stage one of the CHP gives ATBC the opportunity to review and consider your complaint in full. ATBC will try to resolve your complaint to your satisfaction.
- 1.3 There are four main routes via which complaints may be received – by mail, by email/internet, by telephone or in person.
- 1.4 If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

2. Stage One

- 2.1 If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:
- 2.2 By mail:
Adrian Thomas
Adrian Thomas Building Control Ltd
Ellenville
Scocles Road
Minster
Kent
ME12 3SD
- 2.3 By telephone:
07515 907217
- 2.4 By email:
buildingcontrol@me.com
ellathomasrbi@icloud.com
buildingcontroladmin@icloud.com
- 2.5 By website:
<https://www.adrianthomasbca.com/contact>
- 2.6 We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days.
- 2.7 If we are not able to give you a full response, we will update you within 28 days.

3. Stage Two

3.1 If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

3.2 For Consumer Clients:

CEDR-Assist
CEDR Services Limited
100 St Paul's Churchyard
London
EC4M 8BU

Telephone: 020 7536 6116

Email: surveyors@cedr.com / info@cedar.com

Website: www.cedr.com

3.3 For Business-to-Business clients:

CEDR-Assist
CEDR Services Limited
100 St Paul's Churchyard
London
EC4M 8BU

Telephone: 020 7536 6116

Email: surveyors@cedr.com / info@cedar.com

Website: www.cedr.com